

Symptom	Common Cause	Checks	Corrective Action
No volume from pillow speaker or unable to control volume from pillow speaker.	<ol style="list-style-type: none"> 1. Pillow speaker connection loose. 2. Control cable connection loose. 3. TV not programmed correctly. 4. Defective Pillow Speaker. 5. Defective TV. 	<ol style="list-style-type: none"> 1. Is pillow speaker connected at bedside wall plate? 2. Is control cable connected to TV and wall plate? 3. Are volume levels set properly in setup menu? 4. Check pillow speaker functionality. 5. Can you adjust the volume using volume Up/Down buttons on TV front panel? 	<ol style="list-style-type: none"> 1. Connect pillow speaker to wall plate. 2. Connect control cable to wall plate and/or TV. Replace cable if defective. 3. Program maximum/minimum volume levels. 4. Replace defective pillow speaker. 5. Replace defective TV.
Cannot change channels or channels change intermittently or sluggishly.	<ol style="list-style-type: none"> 1. Pillow speaker connection loose. 2. Control cable connection loose. 3. Defective Pillow Speaker. 4. Defective TV. 	<ol style="list-style-type: none"> 1. Is pillow speaker connected at bedside wall plate? 2. Is control cable connected to TV and wall plate? 3. Check pillow speaker functionality. 4. Can you change channels using Channel Up/Down buttons on TV front panel? 	<ol style="list-style-type: none"> 1. Connect pillow speaker to wall plate. 2. Connect control cable to wall plate and/or TV. Replace cable if defective. 3. Replace defective pillow speaker. 4. Replace defective TV.
Television has no power. (TV is not mounted to a flex or suspension arm).	<ol style="list-style-type: none"> 1. TV not plugged in. 2. Pillow speaker connection loose. 3. Control cable connection loose. 4. Defective pillow speaker. 5. Defective TV. 	<ol style="list-style-type: none"> 1. Is TV plugged into AC outlet? 2. Is pillow speaker connected at bedside wall plate? 3. Is control cable connected at TV and wall plate? 4. Check pillow speaker functionality. 5. Can you turn the TV on using the power ON/OFF button on the TV front panel? 	<ol style="list-style-type: none"> 1. Plug TV into AC outlet. 2. Connect pillow speaker to wall plate. 3. Connect control cable to wall plate and/or TV. Replace cable if defective. 4. Replace defective pillow speaker. 5. Replace defective TV.

Symptom	Common Cause	Checks	Corrective Action
Television has no power or power cuts off intermittently. (TV is mounted to a flex or suspension arm).	<ol style="list-style-type: none"> 1. RF cable connection between TV and arm is loose. 2. Blown fuse. 3. Breaker tripped. 4. Defective flex or suspension arm. 4. Defective TV. 	<ol style="list-style-type: none"> 1. Are the RF connections between the TV and arm tight? 2. Check fuse if using an Individual Power Supply. 3. Check breaker if using a Central Power Supply. 4. Does the TV shut off when the flex or suspension arm is moved? 4. Does TV shut off without moving the flex/suspension arm? 	<ol style="list-style-type: none"> 1. Tighten the RF connections to the barrel connector located beneath the nose cover. Replace barrel connector if necessary. 2. Replace blown fuse 3. Re-set breaker. 4. Replace defective flex or suspension arm. 3. Replace defective TV.
A single TV is receiving SOME but not all the assigned channels.	<ol style="list-style-type: none"> 1. TV is not programmed properly. 	<ol style="list-style-type: none"> 1. Is the TV programmed properly? 	<ol style="list-style-type: none"> 1. Program channels using the add/delete function.
A single TV is not receiving ANY of the assigned channels.	<ol style="list-style-type: none"> 1. TV is not programmed properly. 2. Defective or loose RF cable. 3. Defective TV. 	<ol style="list-style-type: none"> 1. Is the TV programmed properly? 2. Is RF cable connected to TV and wall plate? Are the connectors good and connections tight? 3. Check functionality of TV. 	<ol style="list-style-type: none"> 1. Program channels using the add/delete function. 2. Connect RF cable, replace if defective. 3. Replace defective TV.
A single TV is receiving the FREE channels but none of the PAY channels.	<ol style="list-style-type: none"> 1. TV has not been rented. 2. TV is not programmed properly. 	<ol style="list-style-type: none"> 1. Has patient activated TV rental services? 2. Is the TV programmed properly? 	<ol style="list-style-type: none"> 1. Inform patient to rent TV services. 2. Program channels using the add/delete function.
A solid black box appears in the center of the TV screen. Text may or may not be displayed.	<ol style="list-style-type: none"> 1. Closed Caption feature is activated. 	<ol style="list-style-type: none"> 1. Has Closed Caption feature been activated? 	<ol style="list-style-type: none"> 1. Turn Closed Caption feature off.